



ORACLE

Innovating with JD Edwards EnterpriseOne

JD Edwards Nordic Conference 2024

Mark Herwege & Bart Vanden Abeele

Solution Engineers JDE

Applications Unlimited Western Europe

May 14th, 2024

Agenda

- Incident Reporting Featuring Oracle Intelligent Advisor
- From a Reactive to a Proactive Supply Chain Featuring Oracle Supply Chain Planning Cloud
- Streamlining Service Management Featuring Oracle Field Service Cloud
- Guaranteed Traceability Featuring Oracle Blockchain
- Problem to Resolution Featuring Oracle Digital Assistant



A stylized illustration of a landscape. In the foreground, there are white line-art mountains and a winding path. A small orange flag with a white pole is planted on the highest peak of a mountain on the right. The background features dark blue mountains and several yellow, vertical, dashed lines representing trees or columns. The overall style is minimalist and modern.

Incident Reporting Featuring Oracle Intelligent Advisor



Service Spectrum: Digital (First) to Automation

0%
Same for everyone

Where in my business do I need to scale that needs personalization?

100%
Highly Personal

Self-Service: Deliver the right answer

Automation: Dynamic, Personalized

FAQ

Self Learning Knowledge

Advanced Knowledge

Scripting / Guides

Digital Assistants/ Bots

Get Personalized Answers

Automate Decisions

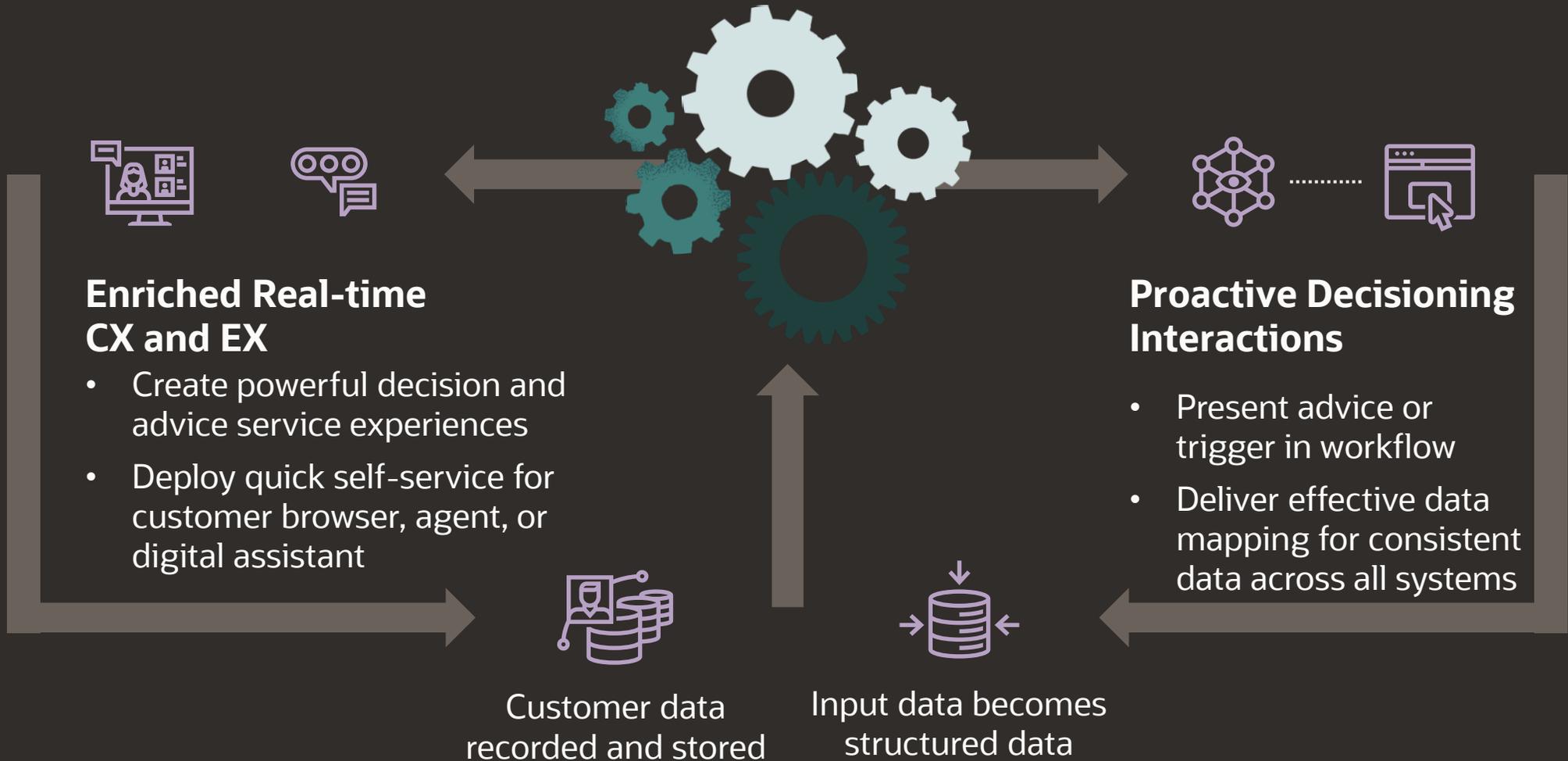
Fully Automated Service Delivery

Intelligent Advisor



Enable: Business Innovation

Full Automation Engine powering real-time, proactive, personalized decisioning



Intelligent Advisor Use Cases for JD Edwards EnterpriseOne

Health & Safety

Guide users to correct and swift reporting of incidents

Customer Onboarding

Automate the process of onboarding new customers and guide the setup of required information

Export Management

Ensure compliance and make sure export regulations are adhered to

Closing

Guide the financial department through the steps needed to close a period/quarter/year

Product Launch

Make sure are necessary steps are taken for a successful product launch

Employee Onboarding

Automate the process of onboarding new employees and guide the setup of required information



From a Reactive to a Proactive Supply Chain Featuring Oracle Supply Chain Planning Cloud

Oracle's Future Ready Supply Chain Planning Cloud

Purpose-built for business agility in the cloud – Open, Configurable, Upgrade Safe



- Simplified planning
- Guided decision making
- Iterative in-memory planning
- Empowered planners

Multi-tier planning for sourcing, inventory, delivery and in-house or outsourced manufacturing

Social	Mobile	Analytics	Security	Process
--------	--------	-----------	----------	---------



From a Reactive to a Proactive Supply Chain

Responsive



Adapt to the unplanned

**360° Supervision of
Supply Planning**

Predictive



Anticipate the unexpected

**AI Driven
Demand Management**

Connected



Adopt continuous innovation
in real time

**Integration of
JDE and SCP Cloud**



Streamlining Service Management Featuring Oracle Field Service Cloud

Oracle Field Service Features

Management, scheduling, routing, and optimization capabilities

Field capacity and quota planning for resource utilization and booking

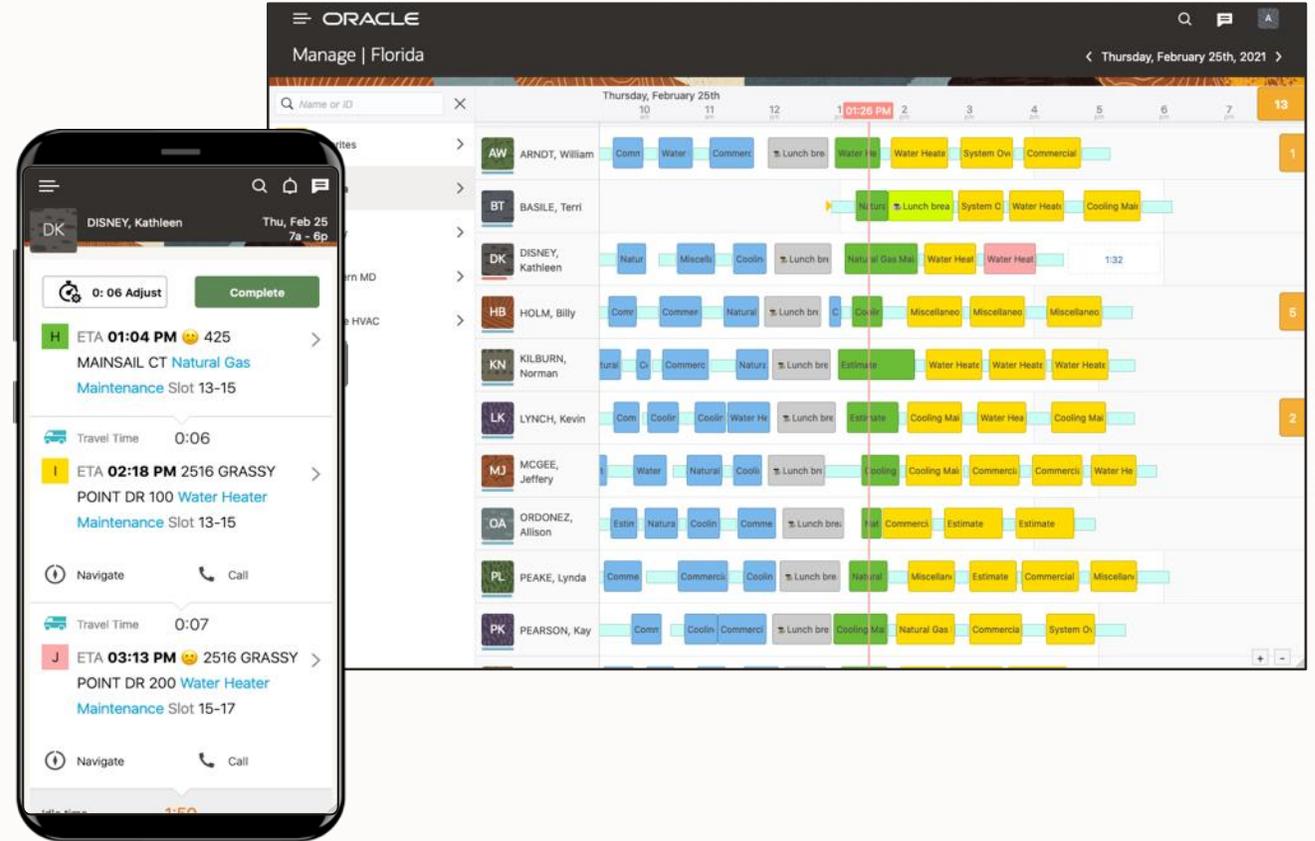
Real-time traffic and street-level routing

Technician mobility, enablement, and collaboration tools

Contingent worker support for hybrid and 3rd party workforces

Where is My Technician tracking

Digital Assistant support



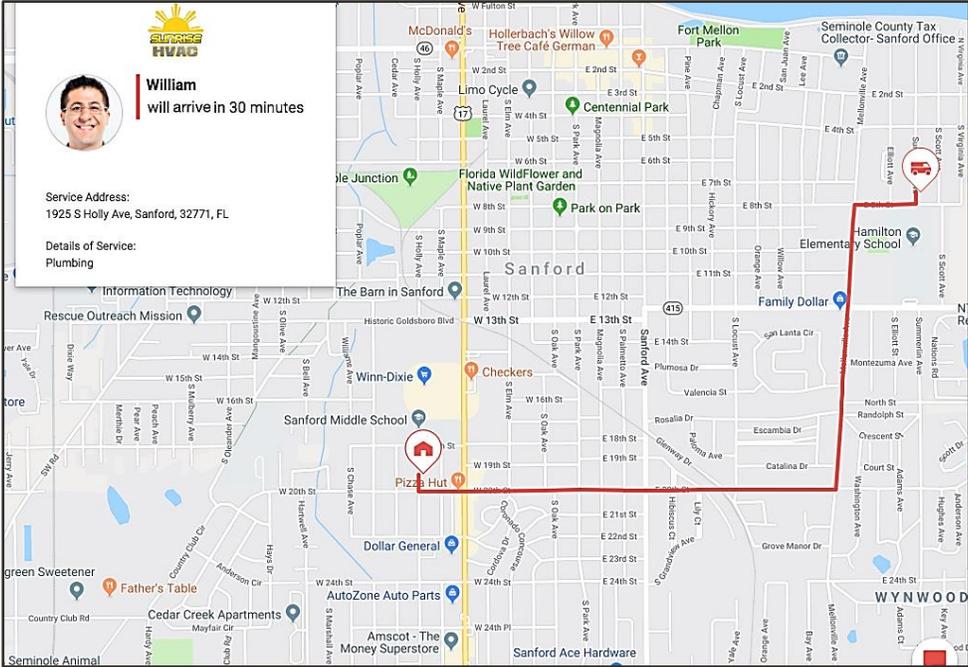
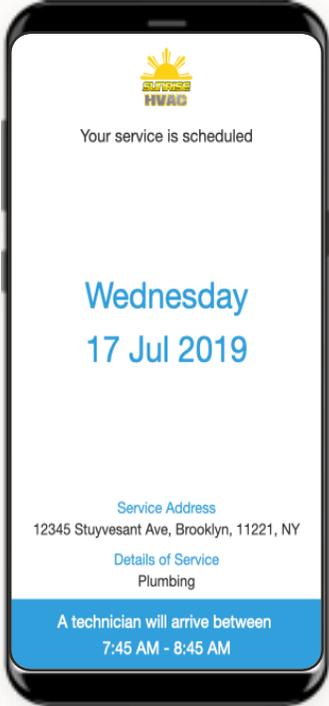
Oracle Field Service Value

Scalable and flexible solution for businesses of any size

100% configurable solution to meet the needs of any business

Leverages patented AI, Machine Learning, Predictive, Time-based, and Self-learning technology

Pro-actively inform customers, teams, and co-workers





Guaranteed Traceability Featuring Oracle Blockchain

—
At Certified Origins

A close-up photograph of an olive branch with several green olives and silicles. The leaves are dark green and have a silvery underside. The olives are in various stages of ripening, with some showing a yellowish-green hue. The background is softly blurred, focusing attention on the branch in the foreground.

**Certified
Origins**

Quality Foods
Traceable Sources
Authentic Origins

Certified Origins
Grosseto • Italy

Digital Transformation – An Ally in an Era of Uncertainty



Digital Transformation

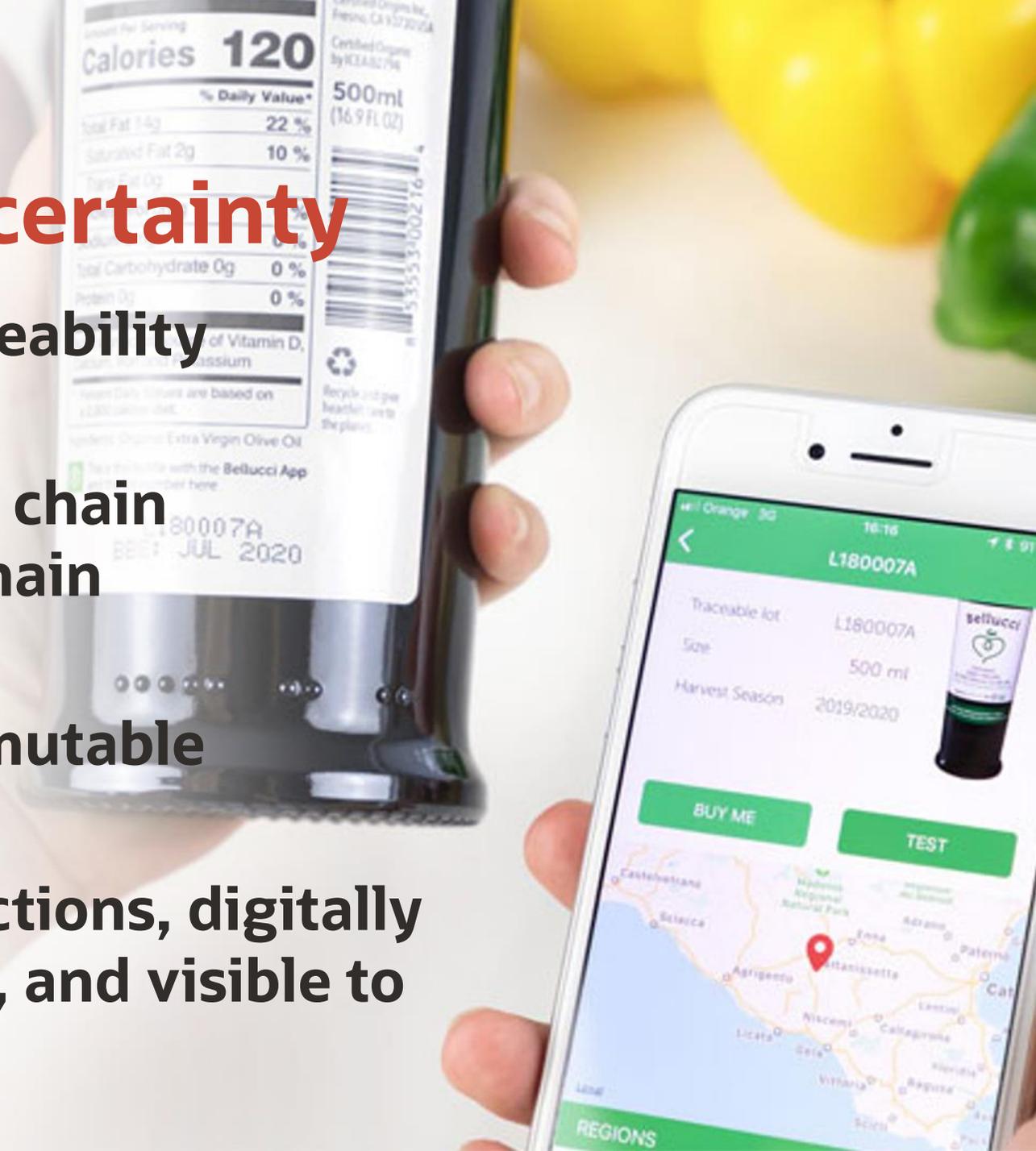
An Ally in the Era of Uncertainty

- **EnterpriseOne 9.2 on OCI**
- **Orchestrator enabled integration with Oracle Blockchain for traceability requirements**
- **REST services called by Orchestrator**
- **Records purchase orders, goods received, sales orders, shipments, and customer invoices in real time**

Digital Transformation

An Ally in the Era of Uncertainty

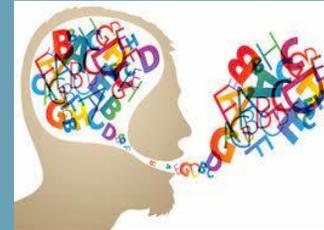
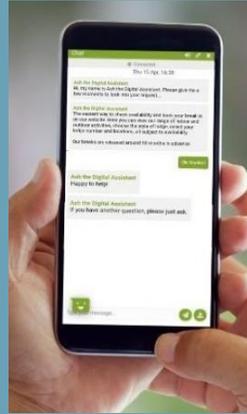
- Mobile applications provide traceability and automated returns process
- Portability of data across supply chain assured via REST APIs to blockchain distributed ledger
- Smart contracts provides an immutable record of agreements
- Enhanced security for all transactions, digitally signed, cryptographically linked, and visible to all participants



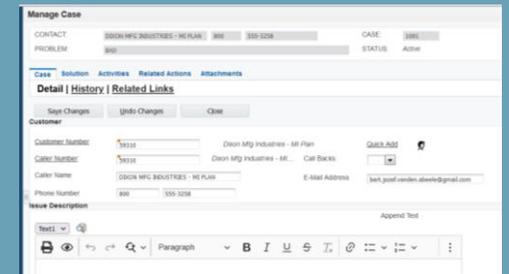
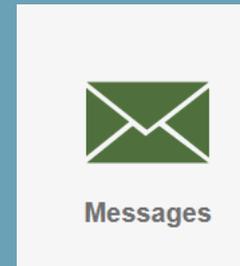
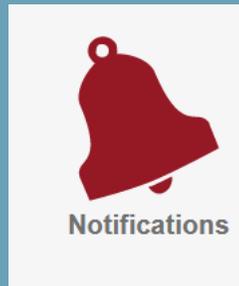
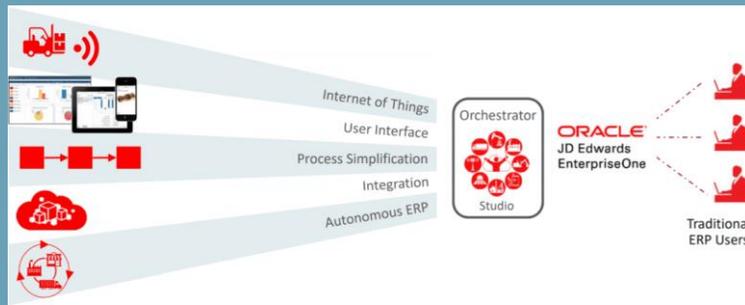


Problem to Resolution Featuring Oracle Digital Assistant

Scenario



At the Customer



At the company





Demonstration

Scenario Components

Products

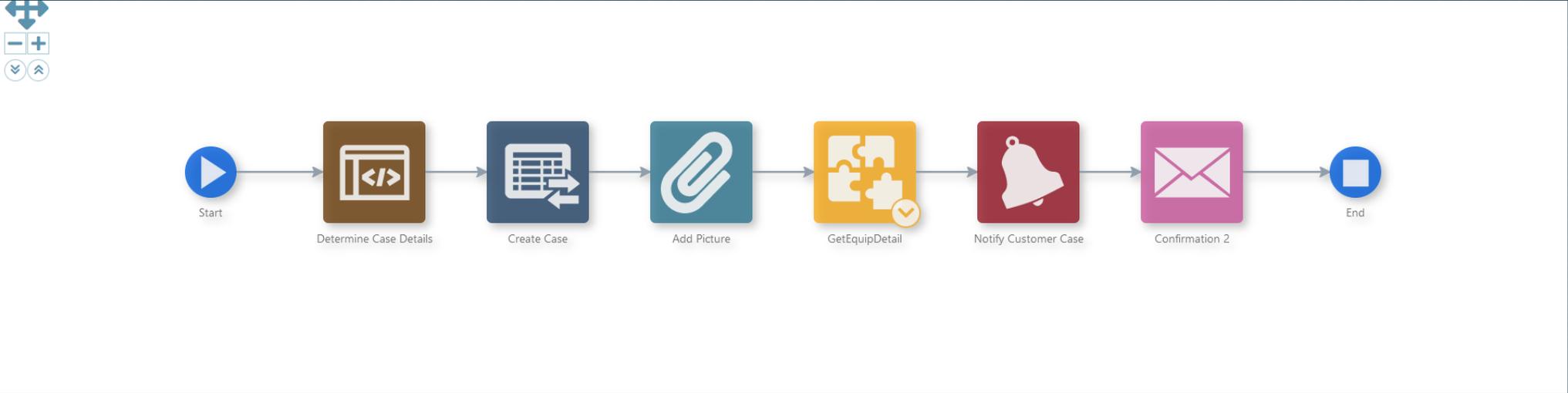
Oracle Digital Assistant
JD Edwards Core Tools & Technology
JD Edwards CRM Foundation
JD Edwards Service Management Foundation
JD Edwards Service Management
JD Edwards Case Management

Technology

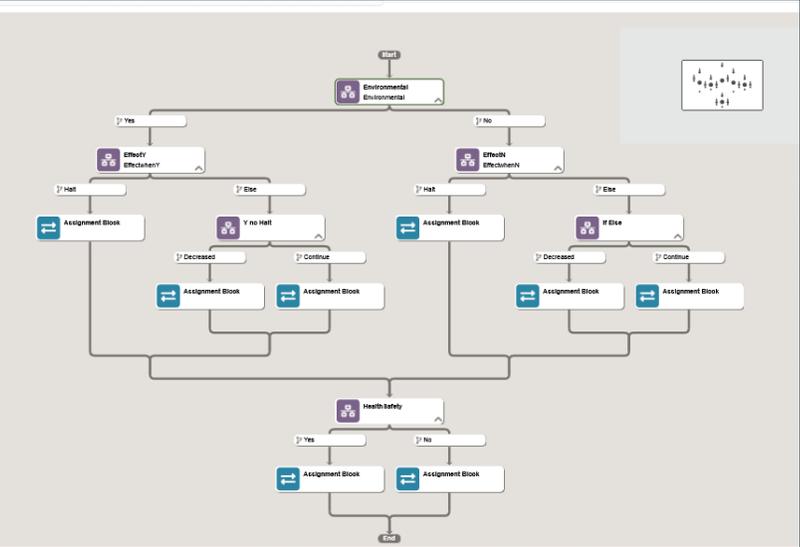
Natural Language Processing
AI
Low Code/No Code
REST API
Robotic Process Automation
Logic Extensions
Notifications



The Magic



Priority	Production Halt	Decreased Output	Production Continues
Environmental Y	1	1	2
Environmental N	1	2	3



LearnJDE.com

LEARNJDE 🔍 Applications Tools and Technology Resources 🏠

Announcing JD Edwards EnterpriseOne **Release 23**
April Update

Register for **INFOCUS 23!**
September 27 - 29, 2023
Denver, CO
Practical, hands-on learning for the JD Edwards community.

Premier Support for EnterpriseOne Extended through at least **2034!**
[Learn More](#)

[↗ Roadmap](#) [🔊 Announcements](#) [📋 Product Catalog](#) [☁ JDE and SaaS](#)



Stay Connected!



OracleJDEdwards



JD Edwards Professionals
JD Edwards Partner Group



Oracle JD Edwards



OracleJDEdwards



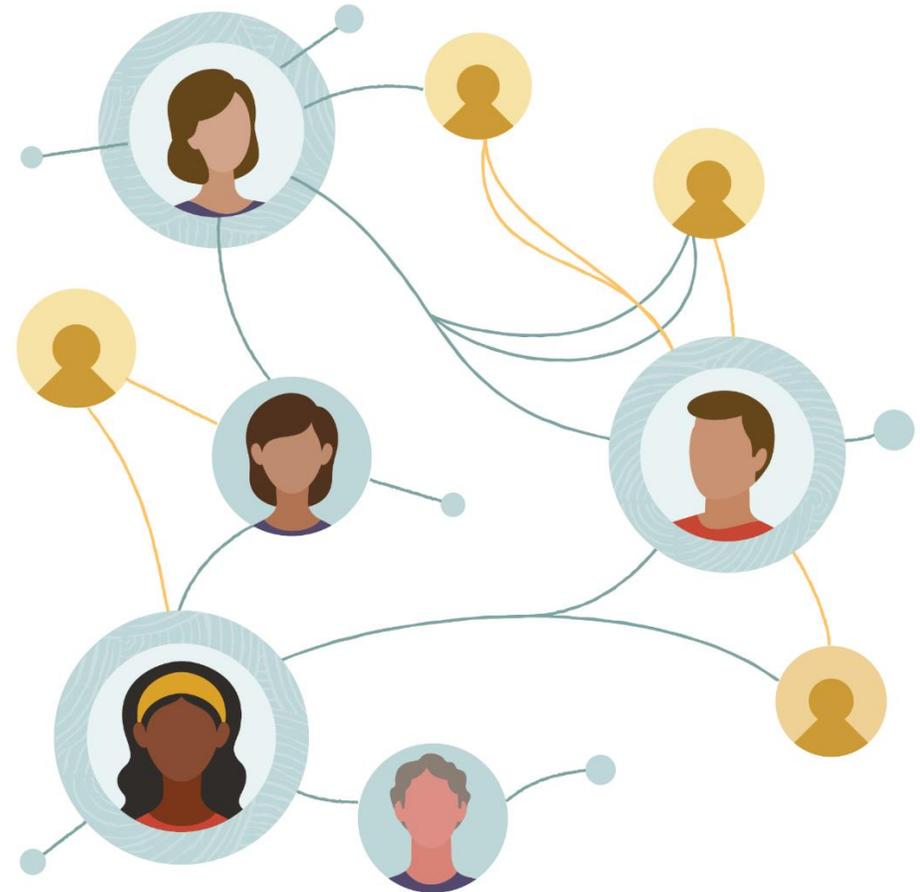
My Oracle Support



Quest Oracle Community



LearnJDE



Thank you